

**Part C State Annual Performance Report (APR) for FFY 2009****Overview of the Annual Performance Report Development:**

In accordance with 20 U. S. C. 1416(b)(1) of the Individuals with Disabilities Education Act (IDEA) amendments of 2004 and 20 U. S. C. 1442, this is the United States (US) Virgin Islands Department of Health's, Infants and Toddlers Program, Part C of the Individuals with Disabilities Education Act (IDEA), Annual Performance Report (APR). An APR is submitted to the US Department of Education (US DE) by all states and jurisdictions receiving Part C of IDEA funds. The Federal Fiscal Year (FFY) for this reporting period is July 1, 2009 - June 30, 2010.

This FFY 2009 Annual Performance Report contains information on the performance on early intervention services (EIS) programs located in both districts of the US Virgin Islands, *which is considered one EIS program*. Part C of IDEA programs are required to report on 14 performance and/or compliance indicators. They are: percent of infants and toddlers with IFSPs who receive the EIS services on their IFSPs in a timely manner; the percent of infants and toddlers with IFSPs who primarily receive EIS in the home or community-based settings; the percent of infants and toddlers with IFSPs who demonstrate improved positive social-emotional skills, acquisition and use of knowledge and skills, and use of appropriate behaviors to meet their needs; the percent of families participating in Part C who report that EIS have helped the family know their rights, effectively communicate their child's needs and help their child develop and learn; percent of infants and toddlers birth to 1 with IFSPs compared to national data; percent of infants and toddlers birth to 3 with IFSPs compared to national data; percent of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and in initial IFSP meeting were conducted within Part C's 45-day timeline; percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday; general supervision system which identifies and corrects noncompliance as soon as possible; percent of signed written complaints with repots issued that were resolved within 60-day timeline; percent of fully adjudicated due process hearing requests that were fully adjudicated within the applicable timeline; percent of hearing request that went to resolution sessions that were resolved through resolution session settlements; percent of mediations held that resulted in mediation agreements; and state reported data are timely and accurate. This APR will be disseminated to the public through various means to meet the public reporting requirement. We plan to disseminate a summary of the APR on a 1 pager to summarize the performance and revised SPP. We will post the full report in each health district but also issue the summary to the VI ICC members, the local PTI, providers and parents. Each Interagency Coordinating Council (ICC) member will be issued this report for input on the enhancement of the State Performance Plan and improvement activities. ICC members are parents with children with developmental delays and/or disabilities, heads of public and private programs/organizations serving families of children with developmental delays and/or disabilities that support and assist the Infants and Toddlers Program in the implementation of an early intervention system. This FFY 2009 Annual Performance Report (APR) and the State Performance Plan (SPP) will be posted to the US Virgin Islands Department of Health's website at [www.healthvi.org](http://www.healthvi.org) once development of the VIDH website is completed, and notices of the report's availability placed in the local print media. The reports are also available to the public in each Infants and Toddlers Program district office. The public has been able to access our FFY 2006 and 2007 APR and 2005-2010 SPP as well as the performance determination status issued by the US Department of Education at old VIDH website [www.healthvi.org](http://www.healthvi.org).

**Resources and Technical Assistance Accessed:**

The Virgin Islands Infants and Toddlers Program accessed various TA resources during 2009-20010.

Technical assistance from the National Early Technical Assistance Center (NECTAC) experienced in IDEA requirements and compliance to develop this report, as well as technical assistance to the VI Part C program with other consultants, such as Early Childhood Outcomes Center (ECO) and Southeast Regional Resource Center (SERRC), were used both on-site and by other means. Additionally, broad input was utilized to develop this APR as data submitted by personnel rendering early intervention services (EIS) via COSF and self assessment monthly report forms and comments from families of children enrolled in the Infants and Toddlers Program through family survey responses, were utilized to analyze the performance of the Infants and Toddlers Program during this report period.

It should be noted that the Virgin Islands Infants and Toddlers Program operates solely on Part C funds and it does not receive any local funds. Unlike many Part C Coordinators in other jurisdictions, this Part C Coordinator is responsible for all program operations, general supervision and monitoring of EIS, all fiscal/financial management and reporting, , personnel matters, such as hiring and recruiting, applying for Part C funds, policy and procedure development and dissemination to personnel and training, collaboration and partnerships, outreach, and oversight of budgets, development of program's monthly, quarterly and annual performance reports, meeting special conditions reports, and oversight for and maintenance and upgrade of the database system, child record review, ensuring correction of non-compliance, coordinating target EIS training and performing program monitoring. Given the constant challenge of recruiting and retaining adequate qualified early intervention personnel in this locale, management burdens, and limited funding, this program has performed above average. Details of performance by indicators follow.

## Part C State Annual Performance Report (APR) for FFY 2009

## Overview of the Annual Performance Report Development:

## Monitoring Priority: Early Intervention Services In Natural Environments

**Indicator 1:** Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner.

(20 U.S.C. 1416(a)(3)(A) and 1442)

**Measurement:**

Percent = [(# of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner) divided by the (total # of infants and toddlers with IFSPs)] times 100.

Account for untimely receipt of services, including the reasons for delays.

FFY	Measurable and Rigorous Target
FFY 2009	100%

**Actual Target Data for FFY 2009:**

The Virgin Islands Infants and Toddlers Program calculated all the IFSPs developed during the period of July 1, 2009 and June 30, 2010 then examined information regarding the commencement of services listed in the IFSP. According the Virgin Islands Infants and Toddlers Program's policy, timely services means services that commence within thirty (30) days of the parent's written consent of the implementation of the IFSP. One hundred forty-nine IFSPs were developed in the reporting period. Of that one hundred twelve children received timely services or 75%.

Timely Services (July 1, 2009- June 30, 2010) N=149		Number of children	%
Number of children receiving timely services		112	84%
Number of children with untimely services due to family reason		17	13%
Compliant		129	97%
Number of children who did not receive timely services due to program reasons		5	3%
Total		149	100.00%

**Correction of Previous Noncompliance****CHART FROM FFY 2008**

<b>Timely Services (July 1, 2008- June 30, 2009)</b>		<b>Number of children</b>	<b>%</b>
Number of children receiving timely services		128	96%
Number of children with untimely services due to family reason		5	3%
	Compliant	133	99%
Number of children who did not receive timely services due to program reasons		1	1%
Total		134	100.00%

The table immediately below shows the data, by district, for local monitoring purposes.

St. Croix	St. Thomas
N= 93 Number of children receiving timely services = 93 Number of children with untimely services due to family reasons – 0 Compliant = 100% Number of children who did not receive timely services due to program reasons = 0	N=41 Number of children receiving timely services = 35 Number of children with untimely services due to family reasons = 5 Compliant = 98% Number of children who did not receive timely services due to program reasons = 1 (did get service but not within 30 days) = 1/41 = 2%

The VI ITP director looked at subsequent monitoring data from each district and determined that children were being evaluated and assessed and the initial IFSP meeting was being held in a timely manner as documented in the individual records and on the IFSP. Five records were reviewed from each district determined that children were being evaluated and assessed and the initial IFSP meeting was being held in a timely manner. It was determined that the districts had demonstrated that they are implementing the requirements consistent with meeting the 45 day timeline from referral to initial IFSP meeting. Therefore, non-compliance was corrected in each district prior to the issuing of the findings.

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009:**

- Both the MCH and ITP contracted part-time Physical Therapist and other EIS personnel travel to the St. Thomas/ST. John/Water Island district to conduct evaluations and assessments in an attempt to meet 45-day timeline. On-going. ITP program
- Continue monitoring activities according to monitoring schedule.
- Continue data collection currently in place.

- Monitor in conjunction with regular Child Record review monitoring. Analyze data to determine need for training. June 2011. Resources: Territory Staff.
- A checklist developed by ITP Director, based on the record review process, will be used by Service Coordinators as a new improvement and monitoring strategy. March 2010 Implemented.
- Acquire full-time additional personnel to support the St. Thomas district in meeting timelines and improving performance. June 2011 Program management/VIDH Human Resource personnel.

There several reasons for the slippage. The St. Croix district had 12 families in which early intervention (EI) services started although late. In this district there were 3 families in which EI services never started but that was documented as the program's inability to reach parent. This district also did not have its regular service coordinator because that person relocated to the mainland USA, nonetheless the district performed better than expected because EIS personnel (already limited in numbers) did a yeoman's job functioning as interim service coordinators and completing those responsibilities. Child records indicate that those 3 cases subsequently were closed because the program could not reach the families. This position remained unfilled for some time since the Government of the Virgin Islands issued a hiring freeze for which this program had to seek a waiver of this restriction to begin the hiring process.

In the St. Thomas district during this period the long time Service Coordinator retired and for quite some time the program was unable to fill the position. During this period those duties were performed by other personnel, on a fill-in basis and as an attempt to meet the demand of the cases, but it is evident that the loss of someone in this position performing these duties on a regular basis affected this districts compliance. With the subsequent acquisition of a Service Coordinator in the St. Thomas/St. John/Water Island district meant that there was a period of orientation, training and adjustment too. Also having adequate number of personnel available during the summer months (and at other times of the year) continues to be a challenge because the VI Infants and Toddlers Program mostly employs part time EIS personnel in both districts, so coordination of EIS personnel to meet all families schedules at all times is difficult. Given that most early intervention personnel provide services on a part-time basis as well as the limited local pool of persons qualified to provide early intervention services to children less than three years of age in the Territory means that this program struggles to meet this performance requirement. Additionally, recruiting for such specialized personnel, like Physical Therapist, has proven to be very difficult given the limited Part C of IDEA funding issued to the VI Infants and Toddlers Program. The program is unable to offer high salaries comparable to the continental USA and is unable to attract such qualified personnel or maintain these personnel. Without the adequate number of personnel, or availability of full-time specialized early intervention personnel for the program providing services under Part C of IDEA, this program will constantly be in danger of not attaining 100% compliance. Since Part C of IDEA funding is based on a formula which is tied to the number of children reported in US Census for the Territory and the VI has shown that it identifies and enrolls a significant number of infants and toddlers as compared to other jurisdictions, in addition to using very broad eligibility criteria consideration must be made to possibly change that criteria to more restrictive levels.

Additionally, the Virgin Islands Infants and Toddlers Program (Part C of IDEA) has recognized the need for more comprehensive electronic data system but requires the support of full-time administrative personnel necessary to complete the data entry, and the analysis and reporting needed however, because of the limited federal funds provided to this program, which operates solely on federal funds and does not have any Territory or local or other funding available, this program has not been able to acquire the full-time person that had been proposed to perform these data system related duties. Additionally, although this program did receive some ARRA funds in the amount of \$27,000, it is anticipated that the program can only obtain updates and some modifications to its existing database.

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2009**

*[If applicable]*

The SPP has been revised to include targets and improvement activities for FFY 2011 and 2012.

## Part C State Annual Performance Report (APR) for FFY 2009

## Overview of the Annual Performance Report Development:

## Monitoring Priority: Early Intervention Services In Natural Environments

**Indicator 2:** Percent of infants and toddlers with IFSPs who primarily receive early intervention services in the home or community-based settings.

(20 U.S.C. 1416(a)(3)(A) and 1442)

**Measurement:** Percent = [(# of infants and toddlers with IFSPs who primarily receive early intervention services in the home or community-based settings) divided by the (total # of infants and toddlers with IFSPs)] times 100.

FFY	Measurable and Rigorous Target
FFY 2009	90% of infants and toddlers with IFSPs receive their early intervention services primarily in the home or programs for typically developing children.

**Actual Target Data for FFY 2009: 96%**

For this performance indicator the VI ITP is using the 618 December 2009 Table # 2, reported in February 2010. A natural environment means settings that are natural or normal for the child's age peers who have no disabilities.

The ITP surpassed the performance target for this indicator since the actual performance is 96%, and target is 90%. ITP will continue to utilize the measures which are in place to ensure that services are rendered in a child's natural environment, to the maximum extent appropriate. EIS personnel have attained adequate training on and adhere to this requirement.

145 = number of infants and toddlers with IFSPs who primarily receive early intervention services in the home or community-based settings / 151 (total # of infants and toddlers with IFSPs X 100 – 96%)

Of the 151 children only 6 infants and toddlers with IFSPs primarily received early intervention services in other settings. Therefore, only 4% of children were served in a setting other than a home or community-based setting, with appropriate justification.

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009:**

While the actual performance in FFY 2009 was slightly less than the previous period, the number of children served increased. The St. Croix district has been successful in delivering early intervention services in natural environments (i.e. serving 100% of the infants and toddlers in a home or community based setting). In the St. Croix district there are more available specialized personnel to deliver services. The MCH full-time physical therapist (PT) primarily provides coverage for the physical therapy services. But the VI ITP additionally uses a part-time PT for the balance of services

provided in the natural environments. The VI ITP has on-going difficulty in recruiting and retaining specialized therapists in the St. Thomas/St. John district; mainly additional full-time physical therapists and occupational therapists to provide services in natural environments. Although advertisements have been used to recruit, it was not successful. Additional funding may be necessary to provide a higher salary for a PT than VI ITP has available. This program functions solely on the federal funds issued under Part C of IDEA and does not receive funding from the local government or other sources.

Review progress, adjust targets and plan for future activities to ensure compliance. Resource: Territory staff. September 2009 Status: Completed and ongoing.

A checklist based on the record review process, used by ITP management, will be used by Service Coordinators as a new improvement and monitoring strategy. March 2010 Status: Implemented and ongoing.

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010**

The SPP has been revised to include targets and improvement activities for FFY 2011 and 2012.

Partner with the Governor's Early Childhood Advisory Committee (ECAC) to improve the early childhood system and family supports. The VI ITP is one of the partners involved in this committee and will continue to work to implement the June 2010 strategic plan. In regard to professional development, the strategic plan includes objectives for a cross-sector collaboration to continue the commitment of the University of the Virgin Islands associate and BA certificate degree program in inclusive early childhood education which will promote the development of "home-grown" professionals to work in early childhood development including the Infants and Toddlers Program. On-going.

Refresher training and issuance of policy reminders memorandums for early intervention personnel on IFSP process and delivering services in natural environments, including the documentation of appropriate justification of services in environments other than the home or community based settings. March 2011 and on-going. Resources NECTAC, VI ITP



## Part C State Annual Performance Report (APR) for FFY 2009

### Overview of the Annual Performance Report Development:

#### Monitoring Priority: Early Intervention Services In Natural Environments

**Indicator 3:** Percent of infants and toddlers with IFSPs who demonstrate improved:

- A. Positive social-emotional skills (including social relationships);
- B. Acquisition and use of knowledge and skills (including early language/ communication); and
- C. Use of appropriate behaviors to meet their needs.

(20 U.S.C. 1416(a)(3)(A) and 1442)

#### Measurement:

Outcomes:

- A. Positive social-emotional skills (including social relationships);
- B. Acquisition and use of knowledge and skills (including early language/communication); and
- C. Use of appropriate behaviors to meet their needs.

Progress categories for A, B and C:

- a. Percent of infants and toddlers who did not improve functioning =  $[(\# \text{ of infants and toddlers who did not improve functioning}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$ .
- b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers =  $[(\# \text{ of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$ .
- c. Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it =  $[(\# \text{ of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$ .
- d. Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers =  $[(\# \text{ of infants and toddlers who improved functioning to reach a level comparable to same-aged peers}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$ .
- e. Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers =  $[(\# \text{ of infants and toddlers who maintained functioning at a level comparable to same-aged peers}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$ .

#### Summary Statements for Each of the Three Outcomes (use for FFY 2009-2010 reporting):

**Summary Statement 1:** Of those infants and toddlers who entered or exited early intervention below age expectations in each Outcome, the percent who substantially increased their rate of growth by the time they turned 3 years of age or exited the program.

#### Measurement for Summary Statement 1:

Percent =  $\# \text{ of infants and toddlers reported in progress category (c) plus } \# \text{ of infants and toddlers}$

reported in category (d) divided by [# of infants and toddlers reported in progress category (a) plus # of infants and toddlers reported in progress category (b) plus # of infants and toddlers reported in progress category (c) plus # of infants and toddlers reported in progress category (d)] times 100.

**Summary Statement 2:** The percent of infants and toddlers who were functioning within age expectations in each Outcome by the time they turned 3 years of age or exited the program.

**Measurement for Summary Statement 2:** Percent = # of infants and toddlers reported in progress category (d) plus [# of infants and toddlers reported in progress category (e) divided by the total # of infants and toddlers reported in progress categories (a) + (b) + (c) + (d) + (e)] times 100.

FFY	Measurable and Rigorous Target
FFY 2009	See below

#### Target Data and Actual Target Data for FFY 2009:

Targets and Actual Data for Part C Children Exiting in FFY 2009 (2009-10)

Summary Statements	Targets for FFY 2009 (% of children)	Actual Target Data for FFY 2009 (% of children)
Outcome A: Positive social-emotional skills (including social relationships)		
1. Of those children who entered the program below age expectations in Outcome A, the percent who substantially increased their rate of growth by the time they turned 3 years of age or exited the program	84.2%	83.3%
2. The percent of children who were functioning within age expectations in Outcome A by the time they turned 3 years of age or exited the program	52.4%	63.6%
Outcome B: Acquisition and use of knowledge and skills (including early language/communication and early literacy)		
1. Of those children who entered the program below age expectations in Outcome B, the percent who substantially increased their rate of growth by the time they turned 3 years of age or exited the program	84.2%	95%
2. The percent of children who were functioning within age expectations in Outcome B by the time they turned 3 years of age or exited the program	40.5%	68.2%
Outcome C: Use of appropriate behaviors to meet their needs		
1. Of those children who entered the program below age expectations in Outcome C, the percent who substantially increased their rate of growth by the time they turned 3 years of age or exited the program	83.8%	100%
2. The percent of children who were functioning within age expectations in Outcome C by the time they turned 3 years of age or exited the program	69.0%	90.9%

## Progress Data for Part C Children FFY 2009

A. Positive social-emotional skills (including social relationships):	Number of children	% of children
a. Percent of children who did not improve functioning	1	4.5%
b. Percent of children who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers	2	9.1%
c. Percent of children who improved functioning to a level nearer to same-aged peers but did not reach	5	22.7%
d. Percent of children who improved functioning to reach a level comparable to same-aged peers	10	45.5%
e. Percent of children who maintained functioning at a level comparable to same-aged peers	4	18.2%
Total	N= 22	100%
B. Acquisition and use of knowledge and skills (including early language/communication):	Number of children	% of children
a. Percent of children who did not improve functioning	1	4.5%
b. Percent of children who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers	0	0%
c. Percent of children who improved functioning to a level nearer to same-aged peers but did not reach	6	27.3%
d. Percent of children who improved functioning to reach a level comparable to same-aged peers	13	59.1%
e. Percent of children who maintained functioning at a level comparable to same-aged peers	2	9.1%
Total	N= 22	100%
C. Use of appropriate behaviors to meet their needs:	Number of children	% of children
a. Percent of children who did not improve functioning	0	0%
b. Percent of children who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers	0	0%
c. Percent of children who improved functioning to a level nearer to same-aged peers but did not reach	2	9.1%
d. Percent of children who improved functioning to reach a level comparable to same-aged peers	16	72.7%
e. Percent of children who maintained functioning at a level comparable to same-aged peers	4	18.2%
Total	N=22	100%

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009:**

The Virgin Islands Infants and Toddlers Program collects comprehensive data on the individual family service plan (IFSP) process. The specific data collection system to measure infants and toddlers' positive social-emotional skills, acquisition and use of knowledge and skills, and use of appropriate behaviors to meet their needs was implemented through the use of the Child outcome Summary Form (COSF) based on a sound foundation of several mechanisms, such as providing written policies and procedure information, trainings by ECO and NECTAC personnel on-site and by telephone for EIS personnel, and handouts such as flow charts to enable sound IFSP team decision-making while completing the child outcome ratings. Thus, the process of collecting child outcome data appears to be effective. All children receive on-going assessment for progress, and those who were determined eligible after January 2006, and who will most likely remain in the program for at least six (6) months, have their progress information used for this indicator. Rating will occur at least twice: at entry and at exit using the Early Childhood Outcome Center's Child Outcomes Summary Form (COSF) in order to report a child's status at entry and at exit from the program.

COSF ratings for both entry and exit will be entered in a database for each child enrolled in the program for at least six months. Each child will have three numbers (status for each of the entry outcomes) to answer the "a" questions (1a, 2a, 3a) reflecting the child's functioning at entry. The COSF is completed at exit and has data for each child to answer the three "a" questions (reflecting functioning at exit) along with the data to answer the "b" questions (1b, 2b, 3b) about acquiring any new skills or behaviors. The VI Infants and Toddlers Program utilizes guidance developed by the ECO Center on how COSF data can be used to address the OSEP reporting requirements and the COSF to OSEP Categories Tutor, an excel spreadsheet available from ECO. The child outcome data is summarized for each cohort of children for a particular year in order to categorize children into the OSEP reporting categories. The individual COSF forms are reviewed to ensure completeness and accuracy prior to transmission to the VI ITP office. Verifying child outcomes data to ensure compliance in the future will become part of the Virgin Island's quality assurance and monitoring procedures. Monitoring (using established procedures in place for determining the number of records reviewed) will include a review of the supporting data that helped establish the COSF score.

Refreshers and on-going training will be provided to EIS personnel, including Service Coordinators on early childhood outcomes, the COSF, and quality assurance. ITP personnel and TA such as NECTAC and ECO Implemented. On-going

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2009**

*[If applicable]*

The ITP Program Administrator had an onsite visit from DAC and calls with DAC and NECTAC regarding training for ITP personnel for enhancing data accuracy. Targets and Improvements Activities have been added for the next two fiscal years to the SPP.

The SPP has been revised to include targets and improvement activities for FFY 2011 and 2012.

## Part C State Annual Performance Report (APR) for FFY 2009

### Overview of the Annual Performance Report Development:

#### Monitoring Priority: Early Intervention Services In Natural Environments

**Indicator 4:** Percent of families participating in Part C who report that early intervention services have helped the family:

- A. Know their rights;
- B. Effectively communicate their children's needs; and
- C. Help their children develop and learn.

(20 U.S.C. 1416(a)(3)(A) and 1442)

#### Measurement:

- A. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family know their rights) divided by the (# of respondent families participating in Part C)] times 100.
- B. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family effectively communicate their children's needs) divided by the (# of respondent families participating in Part C)] times 100.
- C. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family help their children develop and learn) divided by the (# of respondent families participating in Part C)] times 100.

FFY	Measurable and Rigorous Target
FFY 2009	A. 92.5%, B. 83.5%, C. 92.5%

#### Actual Target Data for FFY 2009:

4A.	Rating of 5 or above (good or excellent job)	67/69	97%
4B.	Rating of 5 or above (good or excellent job)	68/69	99%
4C.	Rating of 5 or above (good or excellent job)	65/68*	96%

*\*In the St. Croix district, one respondent failed to answer item #3, which is reflected in the N for 4C.*

The Virgin Islands Infants and Toddlers Program exceeded the targets for 4A, 4B and 4C of this performance indicator. This performance shows an increase 4A and 4B from FFY 2008. In addition the return rate for completion of the survey is much higher in this reporting period and shows a steady increase (FFY 2008 = 63%; FFY 2009 = 85%).

We believe this data to be representative of the enrolled families since data is obtained from each family, for who a transition meeting was held during this report period. This data therefore represents each category of children with developmental delay and/or disability, race, etc. Families were selected to respond to the family survey at the time of their transition

meeting solely based on the child's date of birth, as transition meetings begin at least six months prior to an enrolled child's third birthday, therefore data represents all families enrolled.

The Virgin Islands Infants and Toddlers Program (Part C of IDEA), uses a modified Early Childhood Outcomes Center (ECO) Family Survey. This change to the survey was discussed with and approved by an ECO representative prior to VI implementation.

Families whose children are exiting during this report period are asked to respond to just three (3) key questions on this VI ECO Family Survey, therefore it is representative of the population served. When the survey was initially mailed out to families who were exiting, we received very low return responses. So it was decided that we would ask each family to complete this short survey at the conclusion of their child's individual transition meeting. Parents typically complete the survey while waiting for copies of the meeting notes and/or other documents, thereby wisely using their time and providing a more convenient method for the family to respond. The survey can be read to the parent, and any clarification needed could be provided at that time. Either clerical staff persons or the ITP Director ask the parents to complete the survey. Hence, our return response rate has improved. There were 81 children who transitioned during the reporting period. The overall response rate is 69/81 or 85%, for the families with multiple children enrolled in the program (such as twins), only one survey is completed. We may have missed collecting a few surveys when transition meetings are held in the family home or child's natural environment, or during the period when Service Coordinators were changing over. We hope that in the next report year, we will be able to obtain even more responses from each exiting family. There were a total of 69 respondents for the Virgin Islands, 54 in St. Croix and 15 in St. Thomas. Each question has a 7 point rating scale with an additional 8<sup>th</sup> point for the family to indicate if they do not understand the question. A rating of 5 (has done a good job) up to a rating of 7 (has done an excellent job) means that the program has helped the family in those areas. A copy of the survey is included in this report in the attachment section to the end of the APR document.

The following tables indicate each rating by district and total for each of the three questions, from the VI ECO Family Survey.

To what level has early intervention helped your family know and understand your rights?		Island		Total
		St. Croix	St. Thomas	
Has not helped	Count % within island			
Has done a few things	Count % within island		2 2/15 = 13%	2 2/69 = 3%
Has done a good job	Count % within island	8 8/54 = 15%		8 8/69 = 11%
Has done an excellent job	Count % within island	46 46/54 = 85%	13 13/15 = 87%	59 59/69 = 86%
Total		54	15	69

Rating of 5 or above = 67/69 = 97%

To what level has early intervention helped be able to talk about your child's needs to others?		Island		Total
		St. Croix	St. Thomas	
Has not helped	Count % within island			
Has done a few things	Count % within island		1 1/15 = 7%	1 1/69 = 1%
Has done a good job	Count % within island	12 12/54 = 22%	3 2/15 = 20%	15 15/69 = 22%
Has done an excellent job	Count % within island	42 42/54 = 78%	11 11/15 = 73%	53 53/69 = 77%
Total		54	15	69

Rating of 5 or above = 68/69 = 99%

To what level has early intervention helped your family be able to help your child grow and learn?		Island		Total
		St. Croix	St. Thomas	
Has not helped	Count % within island			
Has done a few things	Count % within island	1 1/53 = 2%	2 2/15 = 13%	3 3/68 = 4%
Has done a good job	Count % within island	8 8/53 = 15%		8 8/68 = 12%
Has done an excellent job	Count % within island	44 44/53 = 83%	13 13/15 = 87%	57 57/68 = 84%
Total		53	15	68

Rating of 5 or above = 65/68 = 96

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009:**

- Utilize methods for helping families complete the survey including strategies to follow-up with families who did not complete the survey. See above for description of methods used for helping families complete the survey. Ongoing Resources: VI ITP staff
- Disseminate information to provide families with information about the purpose and use of a Family Survey. Status: A standard letter has been developed so we can advise parents on the purpose and use of the data collected. The staff continue to explain the survey at the point it is given to the families and answers any questions that they may have. Ongoing Resources: VI ITP staff
- Provide targeted training for personnel based on an analysis of most family survey results. October 2007 and ongoing Resources: VI ITP and NECTAC

- Develop an interview to use with families as part of the quality assurance and monitoring system in order to verify survey results. Status: In 2011, VI ITP will explore a partnership with VI Inter-Island Parent Coalition for Change (VI IIPC) and the possibility of working with them on this improvement activity. Resources: VI ITP, VI IIPCC and NECTAC
- Analyze survey data by district for trends in relationship to quality practices. Ongoing Resources: VI ITP, and NECTAC

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2009**

*[If applicable]*

The SPP has been revised to include targets and improvement activities for FFY 2011 and 2012.

Collaborate with VI Inter-Island Parent Coalition for Change to support families in understanding their rights and helping their child grow and learn through offering workshops and/support groups for families. March 2011 Resources: VI ITP and VI Inter-Island Parent Coalition for Change

Explore working the VI IIPC to develop a follow-up interview with parents as part of a quality assurance plan.

Partner with the Governor's Early Childhood Advisory Committee (ECAC) to improve the early childhood system and family supports. The VI ITP is one of the partners involved in this committee and will continue to work to implement the June 2010 strategic plan. Ongoing.



## Part C State Annual Performance Report (APR) for FFY 2009

## Overview of the Annual Performance Report Development:

## Monitoring Priority: Effective General Supervision Part C / Child Find

**Indicator 5:** Percent of infants and toddlers birth to 1 with IFSPs compared to national data.

(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:** Percent = [(# of infants and toddler birth to 1 with IFSPs) divided by the (population of infants and toddlers birth to 1)] times 100 compared to national data.

FFY	Measurable and Rigorous Target
FFY 2009	VI will meet or exceed the National percent of infants and toddlers birth to one with IFSPs

**Actual Target Data for FFY 2009:**

39/1,672 X100 = 2.33%      National percent = 1.03%

Performance FFY 2007	Performance FFY 2008	Performance FFY 2009
<p>Using 618 Data from 2007, the VI served 28 infants birth to 1 out of a population of 1,672 (28/1672); VI percent of infants and toddlers birth to 1 with IFSPs = <b>1.67%</b></p> <p>The National percent of infants and toddlers birth to 1 with IFSPs = 1.05%</p> <p>The difference between the Virgin Islands percent and the National percent of infants and toddlers birth to 1 with IFSPs was <b>+.62%</b>.</p>	<p>Using 618 Data from 2008, the VI served 30 infants birth to 1 out of a population of 1,672 (30/1672); VI percent of infants and toddlers birth to 1 with IFSPs = <b>1.79%</b></p> <p>The National percent of infants and toddlers birth to 1 with IFSPs = 1.04%</p> <p>The difference between the Virgin Islands percent and the National percent of infants and toddlers birth to 1 with IFSPs was <b>+.75%</b></p>	<p>Using 618 Data from 2009, the VI served 39 infants birth to 1 out of a population of 1,672 (39/1672); VI percent of infants and toddlers birth to 1 with IFSPs = <b>2.33%</b></p> <p>The National percent of infants and toddlers birth to 1 with IFSPs = 1.03%</p> <p>The difference between the Virgin Islands percent and the National percent of infants and toddlers birth to 1 with IFSPs was <b>+1.30%</b></p>

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009:**

- Review strategies to promote public awareness activities for all children with all community resources, public and private. Resources: VI ITP and referral resources. On going.

- Continue training to ensure identification of children who are involved in substantiated cases of abuse and neglect or are identified as affected by illegal substance abuse, or withdrawal symptoms resulting from prenatal drug exposure if needed. Resources: VI ITP staff. On going.
- Continue current efforts to maintain a comprehensive child find system and continue monitoring referral sources and current outreach efforts. Resources: VI ITP Territory and local staff. On going.

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2009**

*[If applicable]*

The SPP has been revised to include targets and improvement activities for FFY 2011 and 2012.

## Part C State Annual Performance Report (APR) for FFY 2009

## Overview of the Annual Performance Report Development:

## Monitoring Priority: Effective General Supervision Part C / Child Find

**Indicator 6:** Percent of infants and toddlers birth to 3 with IFSPs compared to national data.

(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:** Percent = [(# of infants and toddler birth to 3 with IFSPs) divided by the (population of infants and toddlers birth to 3)] times 100 compared to national data.

FFY	Measurable and Rigorous Target
FFY 2009	VI will meet or exceed the National percent of infants and toddlers birth to 3 with IFSPs

**Actual Target Data for FFY 2009:**  $151/5,087 \times 100 = 2.97\%$

**National percent = 2.67%**

Performance FFY 2007	Performance FFY 2008	Performance FFY 2009
<p>Using 618 Data from 2007, the VI served 145 infants/toddlers, birth to three, out of 5,087 children birth to three (145/5,087); VI percent of infants and toddlers birth to 3 with IFSPs = <b>2.85%</b></p> <p>The VI served <b>2.85%</b> of infants and toddlers birth to 3 is above the national percent of infants and toddlers birth to 3 (2.53%). The difference between the Virgin Islands percent and the National percent was <b>+.32%</b>.</p>	<p>Using 618 Data from 2008, the VI served 143 infants/toddlers, birth to three, out of 5,087 children birth to three (143/5,087); VI percent of infants and toddlers birth to 3 with IFSPs = <b>2.81%</b></p> <p>The VI served <b>2.81%</b> of infants and toddlers birth to 3 is above the national percent of infants and toddlers birth to 3 (2.66%). The difference between the Virgin Islands percent and the National percent was <b>+.15%</b>.</p>	<p>Using 618 Data from 2009, the VI served 151 infants/toddlers, birth to three, out of 5,087 children birth to three (143/5,087); VI percent of infants and toddlers birth to 3 with IFSPs = <b>2.97%</b></p> <p>The VI served <b>2.97%</b> of infants and toddlers birth to 3 is above the national percent of infants and toddlers birth to 3 (2.67%). The difference between the Virgin Islands percent and the National percent was <b>+.30%</b>.</p>

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009:**

- Review strategies to promote public awareness activities for all children with all community resources, public and private. Resources: VI ITP and referral resources. On going.
- Continue training to ensure identification of children who are involved in substantiated cases of abuse and neglect or are identified as affected by illegal substance abuse, or withdrawal symptoms resulting from prenatal drug exposure if needed. Resources: VI ITP staff. On going.

- Continue current efforts to maintain a comprehensive child find system and continue monitoring referral sources and current outreach efforts. Resources: VI ITP Territory and local staff. On going.

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2009**

*[If applicable]*

The SPP has been revised to include targets and improvement activities for FFY 2011 and 2012.

## Part C State Annual Performance Report (APR) for FFY 2009

## Overview of the Annual Performance Report Development:

## Monitoring Priority: Effective General Supervision Part C / Child Find

**Indicator 7:** Percent of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting were conducted within Part C's 45-day timeline.

(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:**

Percent = [(# of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting was conducted within Part C's 45-day timeline) divided by the (# of eligible infants and toddlers evaluated and assessed)] times 100.

Account for untimely evaluations, assessments, and initial IFSP meetings, including the reasons for delays.

FFY	Measurable and Rigorous Target
FFY 2009	100% of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting were conducted within Part C's 45-day timeline.

**Actual Target Data for FFY 2009: 92%**

The Virgin Islands Infants and Toddlers Program's (Part C of IDEA) looked at all children with IFSPs during the period of July 1, 2009 - June 30, 2010 (or FFY 2009) to determine if an evaluation and assessment and an initial IFSP meeting were conducted within Part C's 45-day timeline. The VI Part C program's performance for this indicator, in this reporting period, is 92%, which is slippage from our FFY 2008 performance which was 97%.

Of the children with IFSPs in this report period who did not receive timely evaluation and initial IFSP, due to program reasons, there was (1) instance of program non-compliance in St. Croix district. The majority of non-compliance was found in the St. Thomas/St. John/Water Island district. There were eleven (11) instances of non-compliance in that district. There are several reasons for the slippage discussed in the Explanation of Slippage section.

45 day timeline July 1, 2009 - June 30, 2010 N=149		Number of Children	Percent
Number of children receiving timely evaluation and initial IFSP within 45 day timeline		116	78%
Number of children with untimely evaluation and initial IFSP within 45 day timeline due to <i>family reason</i>		21	14%
<b>Compliant</b>		<b>137</b>	<b>92%</b>
Number of children who did not receive timely evaluations and an initial IFSP with 45 day time line due to program reasons		12	8%
Total number of records reviewed		149	100%

The table immediately below is broken out by district for local monitoring purposes.

St Thomas/St. John/Water Island District	St. Croix District
N = 49	N = 100
Timely = 27 (27/49) = 55%	Timely = 89 (89/100) = 89%
Parent Reasons = 11 (11/38)=29%	Parent Reasons = 10 (10/90) = 11%
Total Compliant = 27/38= 71%	Total Compliant = 89/90=99%
Program Reasons Noncompliant = 11 ( 11/38)=29%	Program Reasons Noncompliant =1 (1/90) = 1%

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009:**

- Both the MCH and ITP contracted part-time Physical Therapist and other EIS personnel travel to the St. Thomas/ST. John/Water Island district to conduct evaluations and assessments in an attempt to meet 45-day timeline. On-going. ITP program.
- Continue monitoring activities according to monitoring schedule.
- Continue data collection currently in place.
- Monitor in conjunction with regular Child Record review monitoring. Analyze data to determine need for training. June 2011. Resources: Territory Staff.
- A checklist developed by ITP Director, based on the record review process, will be used by Service Coordinators as a new improvement and monitoring strategy. March 2010 Implemented.
- ITP EIS Personnel from the other district are flown over to St. Thomas /St. John district to support this district in attempt to meet the timelines.
- Policy reminders are issued to in writing Service Coordinators and other EIS personnel.
- Monthly reviews of data are conducted and timelines and coordination steps are discussed with the Service Coordinator.
- A checklist was developed by ITP director to provide a quick reference for the Service Coordinators of steps to be in place and timelines to meet.

The following is an explanation of the progress or slippage. There several reasons for the slippage in this indicator. During this period the St. Thomas district Service Coordinator retired and for quite some time that position was unfilled. Also during this period those duties were performed by other personnel, on a fill-in basis and as an attempt to meet the demand of the cases. It is evident that the loss of someone in this position not performing these duties on a regular full-time basis affected this district's compliance. Even with the subsequent acquisition of a Service Coordinator in the St. Thomas/St. John/Water Island district meant that there was a period of orientation, training and adjustment for that new person who was now in that position. Although there were 11 cases in which evaluation and assessment and development of the IFSP was past the 45 day timeline, it was conducted.

In the St. Croix district there was one instance of not meeting the 45-day time. This one delay was due to the closing of the government office because of systematic on-going air filtration problems within the building in which the Part C program is housed within the Department of Health. More specifically this one case was only two (2) days over the 45-day requirement.

Additionally, it continues to be challenging for the Part C program in both districts to connect with families in order to meet the 45-day timeline for several reasons. Families referred to this program are often hard to reach because of phone numbers not working consistently or not at all, families do not always have a working phone themselves, and the program must rely on them getting messages from

other family members, families move from home to home frequently, or the child may be ill, which all make for the exceptional family circumstances.

Also having adequate number of personnel available continues to be a challenge because the VI Infants and Toddlers Program mostly employs part time EIS personnel in both districts, so coordination of EIS personnel to meet all families schedules at all times is difficult or just having enough personnel available is a challenge. Most early intervention personnel provide services on a part-time basis, as well as having limited local pool of persons qualified to provide early intervention services, such as evaluation and assessment, to children less than three years of age in the Territory means that this program will constantly be challenged to meet this performance requirement. Additionally, recruiting for such specialized personnel, like Physical Therapist, has proven to be very difficult given the limited Part C of IDEA funding issued to the VI Infants and Toddlers Program, as well as the absence of Territory or local funding, or other sources of funding. So this program is unable to offer salaries comparable to the continental USA and is unable to attract qualified personnel or maintain these personnel if they are obtained. And without the adequate number of personnel, or availability of full-time specialized early intervention personnel for the program providing services, this program will again be in danger of not attaining 100% compliance. Simultaneously since Part C of IDEA funding is based on a formula which is tied to the number of children reported in US Census for the Territory, which is not an absolute number (it is based on persons who responded), and while the VI has shown that it identifies and enrolls a significant number of infants and toddlers as compared to other jurisdictions, serious consideration by program management will have to be made to change our eligibility criteria to more restrictive levels, as well as for the implementation of a system of payments (being able to seek payments from private and public insurances of enrolled families, and include family cost participation fees (charging families a fee for early intervention services), in order for this program to have the appropriate amount of funds to successfully acquire adequate amounts of qualified personnel, on a full-time permanent basis, to move towards maintaining levels of performance which allow the program to not only achieve but also to maintain compliance, because although performance in this indicator is pretty good at 92%, the program is considered to be non-compliant since performance is less than 100%.

### **Correction of Previous Noncompliance**

Infants and Toddlers Program EIS personnel, by district, were advised of the performance of the program and the need to make improvements and correct non-compliance. Further, a summary of the performance results in indicators #1, 2, 3, 4, 5, 6, 7, and 8 was shared and discussed with personnel.

In the previous performance report, FFY 2008, 4 children did not receive evaluation and assessments and the initial IFSP meeting due to program reasons. Of the 4 individual children who did not receive evaluation and IFSP meeting within the 45-day timeline VI ITP management reviewed the child records for each of the individual children to confirm that the evaluations and assessments and initial IFSP, though not implemented timely, were subsequently provided.

The VI ITP director looked at subsequent monitoring data from each district and determined that children were being evaluated and assessed and the initial IFSP meeting was being held in a timely manner as documented in the individual records and on the IFSP. Thus the Part C program is correctly implementing 34 CFR §§303.340(c), 303.342(e), and 303.344(f)(1) (i.e., achieved 100% compliance) based on a review of data subsequently collected through on-site monitoring. It was determined that the districts had demonstrated that they were implementing the requirements consistent with meeting the 45 day timeline from referral to initial IFSP meeting. Therefore, non-compliance was corrected in each district prior to the issuing of the findings. Sixteen records were reviewed in each district and it was determined that children were being evaluated and assessed and the initial IFSP meeting was being held in a timely manner. In December 2010 subsequent monitoring data was reviewed. In the St. Thomas/St. John/ district five records were reviewed and in the St. Croix district 11 cases were reviewed and they were determined to have been timely and consistent with OSEP Memorandum 09-02, dated October 17, 2008 (OSEP Memo 09-02) thereby showing

correction of previous non-compliance. Regular monitoring of cases specifically the referral dates of cases and status of evaluations were discussed with the program personnel responsible for coordination. To help support the St. Thomas ST. John district, early intervention personnel from the St. Croix district have been transported to St. Thomas to conduct evaluations and assessments to support this district in attaining compliance with the timelines required.

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2009**

*[If applicable]*

The SPP has been revised to include targets and improvement activities for FFY 2011 and 2012.



## Part C State Annual Performance Report (APR) for FFY 2009

## Overview of the Annual Performance Report Development:

## Monitoring Priority: Effective General Supervision Part C / Effective Transition

**Indicator 8:** Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including:

- A. IFSPs with transition steps and services;
- B. Notification to LEA, if child potentially eligible for Part B; and
- C. Transition conference, if child potentially eligible for Part B.

(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:**

- A. Percent =  $\left[ \frac{\text{(\# of children exiting Part C who have an IFSP with transition steps and services)}}{\text{(\# of children exiting Part C)}} \right] \text{ times } 100.$
- B. Percent =  $\left[ \frac{\text{(\# of children exiting Part C and potentially eligible for Part B where notification to the LEA occurred)}}{\text{(\# of children exiting Part C who were potentially eligible for Part B)}} \right] \text{ times } 100.$
- C. Percent =  $\left[ \frac{\text{(\# of children exiting Part C and potentially eligible for Part B where the transition conference occurred)}}{\text{(\# of children exiting Part C who were potentially eligible for Part B)}} \right] \text{ times } 100.$

Account for untimely transition conferences, including reasons for delays.

FFY	Measurable and Rigorous Target
FFY 2009	<p>100% of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including:</p> <ul style="list-style-type: none"> <li>A. 100% of all children with IFSPs with transition steps and services;</li> <li>B. 100% of all children potentially eligible for Part B, notification will be given to LEA; and</li> <li>C. 100% of all children potentially eligible for Part B will have a timely transition conference)</li> </ul>

**Actual Target Data for FFY 2009:**

All children during July 1, 2009 - June 30, 2010 records were reviewed to determine if transition steps and services were in place, and if the notification to LEA, if child potentially eligible for Part B was made, and if the transition conference, if child potentially eligible for Part B, was held at least 90 days prior to the child's third birthday.

The Virgin Island Infants and Toddlers Program's (Part C of IDEA) performance in this indicator showed maintenance of compliance in #8a and 8b, as well as improvement in 8c since FFY 2008.

8a: IFSP with Transition Steps and Services: N=81 Percent = 100%

(81 of the children exiting Part C who have an IFSP with transition steps and services divided by 81 of children exiting Part C times 100)

8b: Notification to LEA, if child potentially eligible for Part B: N = 49; Percent = 100%

(49 children exiting Part C and potentially eligible for Part B where notification to the LEA occurred divided by the 49 children exiting Part C who were potentially eligible for Part B times 100)

8c: Transition conference, if child potentially eligible for Part B: 49 =N Percent = 100%

(49 children exiting Part C and potentially eligible for Part B where the transition conference occurred divided by the 49 of children exiting Part C who were potentially eligible for Part B times 100)

Transition conference occurred at least 90 days prior to the child's 3 <sup>rd</sup> birthday for those children potentially eligible for Part B (July 1, 2008-June 30, 2009)		Number of Children	Percent
Number of children potentially eligible for Part B and transition conference occurred at least 90 days prior to the 3 <sup>rd</sup> birthday		42	86%
Number of children potentially eligible for Part B and transition conference did not occur at least 90 days prior to 3 <sup>rd</sup> birthday because of family reasons		2	4%
Compliant		44	90%
Number of children potentially eligible for Part B and transition conference did not occur at least 90 days prior to 3 <sup>rd</sup> birthday because of program reasons.		5	10%
Noncompliant		5	10%
Total		49	100%

STX 3 (2=parent; several attempts to have transition meeting before 90 days; and 1 late case was a late referral to ITP)

STT 4 (1= referred to ITP less than 90 days but more than 45 days before child's third birthday and 3= program; significant time in which there was no regular full-time service coordinator and then a new person)

7 late; though late the transition meetings were held

#### Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009:

- Continue monitoring activities according to monitoring schedule. Resources: VI ITP staff, local staff, NECTAC. (Continuing each year)
- Revise targets and activities as needed. Resources: VI ITP. Other consultants as needed. January 2010
- A checklist based on the record review process, used by ITP management, will be used by Service Coordinators as a new improvement and monitoring strategy. March 2010 Implemented.

During this period the St. Thomas district Service Coordinator retired and for quite some time that position was unfilled. Also during this period those duties were performed by other personnel, on a fill-

in basis and as an attempt to meet the demand of the cases. It is evident that the loss of someone in this position not performing these duties on a regular basis affected this district's compliance. The Part C process entails quite a bit of paper work and documentation thereby requiring personnel who are very task specific and organized. Keeping up with the paper work and coordinating part-time personnel is cumbersome.

Additionally, the Virgin Islands Infants and Toddlers Program (Part C of IDEA) has recognized the need for more comprehensive electronic data system but requires the support of full-time administrative personnel necessary to complete the data entry, and the analysis and reporting needed however, because of the limited federal funds provided to this program, which operates solely on federal funds and does not have any Territory or local or other funding available, this program has not been able to acquire the full-time person that had been proposed to perform these data system related duties. Additionally, although this program did receive some ARRA funds in the amount of \$27,000, it is anticipated that the program can only obtain updates and some modifications to its existing database.

Additionally, referrals of children to this program in which the child is of an age that is less than six months before their third birthday continues to create performance issues for this program such as late transition meetings for those children who may be potentially eligible for Part B of IDEA. In these cases when children continue to be referred to the Infants and Toddlers Program (Part C of IDEA) when they have already made two and one half years of age but there are still more than 45 days before their third birthday the Part C program is expected to conduct evaluations and develop and IFSP. But if the Part C of IDEA program was to hold a transition meeting as soon as such a case was received, without evaluating the child's current developmental functional status and conducted the transition meeting with Part B of IDEA representatives present, such a situation would add to the difficulty we already have in maintaining a smooth transition from the Part C program to the Part B program.

#### **Correction or Previous Non-Compliance**

In FFY 2008 APR for indicator 8c one case was reported to receive their transition conference less than 90 days before the child's third birthday. That child's transition meeting did occur, though it was 14 days less than 90 days prior.

#### **Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2009**

*[If applicable]*

## Part C State Annual Performance Report (APR) for FFY 2009

## Overview of the Annual Performance Report Development:

## Monitoring Priority: Effective General Supervision Part C / General Supervision

**Indicator 9:** General supervision system (including monitoring, complaints, hearings, etc.) identifies and corrects noncompliance as soon as possible but in no case later than one year from identification.

(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:**

Percent of noncompliance corrected within one year of identification:

- a. # of findings of noncompliance.
- b. # of corrections completed as soon as possible but in no case later than one year from identification.

Percent = [(b) divided by (a)] times 100.

States are required to use the "Indicator 9 Worksheet" to report data for this indicator (see Attachment A).

FFY	Measurable and Rigorous Target
FFY 2009	100% of noncompliance identified and corrected within one year of identification

## Actual Target Data for FFY 2009:

## INDICATOR C-9 WORKSHEET

Indicator/Indicator Clusters	General Supervision System Components	# of EIS Programs Issued Findings in FFY 2008 (7/1/08 to 6/30/09)	(a) # of Findings of noncompliance identified in FFY 2008 (7/1/08 to 6/30/09)	(b) # of Findings of noncompliance from (a) for which correction was verified no later than one year from identification
1. Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner.	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	1	1	1

Indicator/Indicator Clusters	General Supervision System Components	# of EIS Programs Issued Findings in FFY 2008 (7/1/08 to 6/30/09)	(a) # of Findings of noncompliance identified in FFY 2008 (7/1/08 to 6/30/09)	(b) # of Findings of noncompliance from (a) for which correction was verified no later than one year from identification
	Dispute Resolution: Complaints, Hearings			
2. Percent of infants and toddlers with IFSPs who primarily receive early intervention services in the home or community-based settings	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings			
3. Percent of infants and toddlers with IFSPs who demonstrate improved outcomes	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings			
4. Percent of families participating in Part C who report that early intervention services have helped the family	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings			
5. Percent of infants and toddlers birth to 1 with IFSPs  6. Percent of infants and toddlers birth to 3 with IFSPs	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings			

Indicator/Indicator Clusters	General Supervision System Components	# of EIS Programs Issued Findings in FFY 2008 (7/1/08 to 6/30/09)	(a) # of Findings of noncompliance identified in FFY 2008 (7/1/08 to 6/30/09)	(b) # of Findings of noncompliance from (a) for which correction was verified no later than one year from identification
7. Percent of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting were conducted within Part C's 45-day timeline.	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	4	4	4
	Dispute Resolution: Complaints, Hearings			
8. Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including:  C. IFSPs with transition steps and services;	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	1	1	1
	Dispute Resolution: Complaints, Hearings			
8. Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including:  D. Notification to LEA, if child potentially eligible for Part B	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings			
8. Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including:  C. Transition conference, if child potentially eligible for Part B.	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings	0	0	0

Indicator/Indicator Clusters	General Supervision System Components	# of EIS Programs Issued Findings in FFY 2008 (7/1/08 to 6/30/09)	(a) # of Findings of noncompliance identified in FFY 2008 (7/1/08 to 6/30/09)	(b) # of Findings of noncompliance from (a) for which correction was verified no later than one year from identification
OTHER AREAS OF NONCOMPLIANCE:	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings	0	0	0
OTHER AREAS OF NONCOMPLIANCE:	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings	0	0	0
OTHER AREAS OF NONCOMPLIANCE:	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings	0	0	0
Sum the numbers down Column a and Column b				

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009:**

- Continue regular monitoring schedule, using child record reviews, and other monitoring procedures to meet of requirements. Resources: VI ITP, Ongoing.

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2009**

*[If applicable]*

The SPP has been revised to include targets and improvement activities for FFY 2011 and 2012.





## Part C State Annual Performance Report (APR) for FFY 2009

## Overview of the Annual Performance Report Development:

## Monitoring Priority: Effective General Supervision Part C / General Supervision

**Indicator 10:** Percent of signed written complaints with reports issued that were resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint.

(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:** Percent =  $[(1.1(b) + 1.1(c)) \text{ divided by } 1.1] \text{ times } 100$ .

FFY	Measurable and Rigorous Target
FFY 2009	100%

**Actual Target Data for FFY 2009: 0%**

No written complaints occurred during this period.

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009:**

- Continue Child record review monitoring to collect data on parents receiving notice of parent rights and all requirements related to parent rights. Resources: VI ITP, local staff. Ongoing.
- Review and revise Targets and Improvement activities, as needed. Resources: VI ITP. January 2010

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2009**

*[If applicable]*

The SPP has been revised to include targets and improvement activities for FFY 2011 and 2012.

## Part C State Annual Performance Report (APR) for FFY 2009

## Overview of the Annual Performance Report Development:

## Monitoring Priority: Effective General Supervision Part C / General Supervision

**Indicator 11:** Percent of fully adjudicated due process hearing requests that were fully adjudicated within the applicable timeline.

(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:** Percent =  $[(3.2(a) + 3.2(b)) \text{ divided by } 3.2] \text{ times } 100$ .

FFY	Measurable and Rigorous Target
FFY 2009	100%

**Actual Target Data for FFY 2009: N/A**

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009:**

- Continue Child record review monitoring to collect data on parents receiving notice of parent rights and all requirements related to parent rights. Resources: VI ITP, local staff. Ongoing.
- Review and revise Targets and Improvement activities, as needed. Resources: VI ITP. January 2010

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2009**

*[If applicable]*

The SPP has been revised to include targets and improvement activities for FFY 2011 and 2012.

## Part C State Annual Performance Report (APR) for FFY 2009

## Overview of the Annual Performance Report Development:

## Monitoring Priority: Effective General Supervision Part C / General Supervision

**Indicator 12:** Percent of hearing requests that went to resolution sessions that were resolved through resolution session settlement agreements (applicable if Part B due process procedures are adopted).

(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:** Percent = (3.1(a) divided by 3.1) times 100.

FFY	Measurable and Rigorous Target
FFY 2009	NA

## Actual Target Data for FFY 2009:

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009:

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2009

[If applicable]

## Part C State Annual Performance Report (APR) for FFY 2009

## Overview of the Annual Performance Report Development:

## Monitoring Priority: Effective General Supervision Part C / General Supervision

**Indicator 13:** Percent of mediations held that resulted in mediation agreements.

(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:** Percent =  $[(2.1(a)(i) + 2.1(b)(i)) \text{ divided by } 2.1] \text{ times } 100.$

FFY	Measurable and Rigorous Target
FFY 2009	No targets necessary at this time.

**Actual Target Data for FFY 2009:**

0% No requests for mediations occurred during this reporting period.

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009:**

- Continue Child record review monitoring to collect data on parents receiving notice of parent rights and all requirements related to parent rights. Resources: VI ITP, local staff. Ongoing.
- Review and revise Targets and Improvement activities, as needed. Resources: VI ITP. January 2010

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2009**

*[If applicable]*

The SPP has been revised to include targets and improvement activities for FFY 2011 and 2012.

## Part C State Annual Performance Report (APR) for FFY 2009

## Overview of the Annual Performance Report Development:

## Monitoring Priority: Effective General Supervision Part C / General Supervision

**Indicator 14:** State reported data (618 and State Performance Plan and Annual Performance Report) are timely and accurate.

(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:** State reported data, including 618 data, State performance plan, and annual performance reports, are:

- a. Submitted on or before due dates (February 1 for child count and settings and November 1 for exiting and dispute resolution); and
- b. Accurate, including covering the correct year and following the correct measurement.

States are required to use the "Indicator 14 Data Rubric" for reporting data for this indicator (see Attachment B).

FFY	Measurable and Rigorous Target
FFY 2009	100% of State reported data (618 and State Performance Plan and Annual Performance Report) are timely and accurate

## Actual Target Data for FFY 2009:

SPP/APR Data - Indicator 14			
APR Indicator	Valid and Reliable	Correct Calculation	Total
1	1	1	2
2	1	1	2
3	1	1	2
4	1	1	2
5	1	1	2
6	1	1	2
7	1	1	2
8a	1	1	2
8b	1	1	2
8c	1	1	2
9	1	1	2

10	1	1	2
11	1	1	2
12	1	1	2
13	1	1	2
		<b>Subtotal</b>	30
<b>APR Score Calculation</b>	<b>Timely Submission Points</b> - If the FFY 2009 APR was submitted on-time, place the number 5 in the cell on the right.		5
	<b>Grand Total</b> - (Sum of subtotal and Timely Submission Points) =		35

618 Data - Indicator 14					
Table	Timely	Complete Data	Passed Edit Check	Responded to Data Note Requests	Total
Table 1 - Child Count Due Date: 2/1/10	1	1	1	1	4
Table 2 - Program Settings Due Date: 2/1/10	1	1	1	1	4
Table 3 - Exiting Due Date: 11/1/10	1	1	1	N/A	3
Table 4 - Dispute Resolution Due Date: 11/1/10	1	1	1	N/A	3
				<b>Subtotal</b>	14
<b>618 Score Calculation</b>			<b>Grand Total</b> (Subtotal X 2.5) =		35

Indicator #14 Calculation	
A. APR Grand Total	35.00
B. 618 Grand Total	35.00
C. APR Grand Total (A) + 618 Grand Total (B) =	70.00
Total NA in APR	0.00

Total NA in 618	0.00
<b>Base</b>	<b>70.00</b>
D. Subtotal (C divided by Base*) =	1.000
E. Indicator Score (Subtotal D x 100) =	100.0

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009:**

- Review and revise targets and indicators as needed. Resources: VI ITP January 2010

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2009**

*[If applicable]*